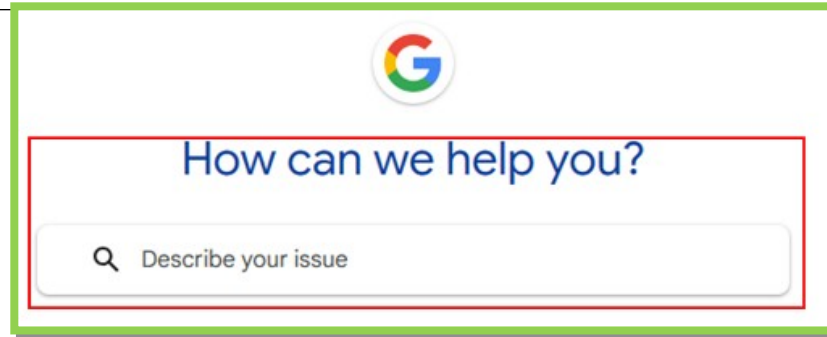


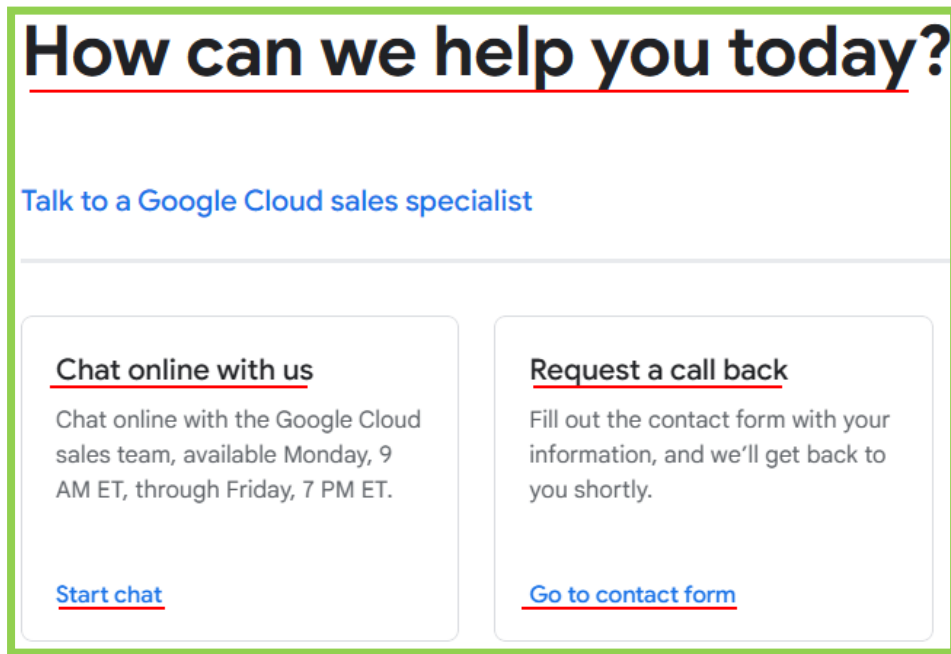
Exhibit 9

Infringement Claim Chart for U.S. Pat. No. US7023979B1 v. Google ("Defendant")

Claim10	Evidence
<p>10. A communication's method comprising:</p>	<p>The Google Customer Service performs a method for communicating in a communication network.</p> <p>For Example, Google Customer Service performs a method of communicating by establishing, over a communication network, a call between callers with a request to the appropriate department for assistance.</p> <div data-bbox="867 545 1518 1015" data-label="Image"> <p>The image is a screenshot of a Google Customer Service chat window. It features a green border. Inside, the text 'Hi, how can we help?' is at the top, followed by 'Help and support', then 'Have questions or need to report an issue with a Google product or service? We've got you covered.', and finally a blue button labeled 'Get support'.</p> </div> <p>Source: Contact us for help and office location guidance - Google (about.google)</p>



Source: [Google Help](#)



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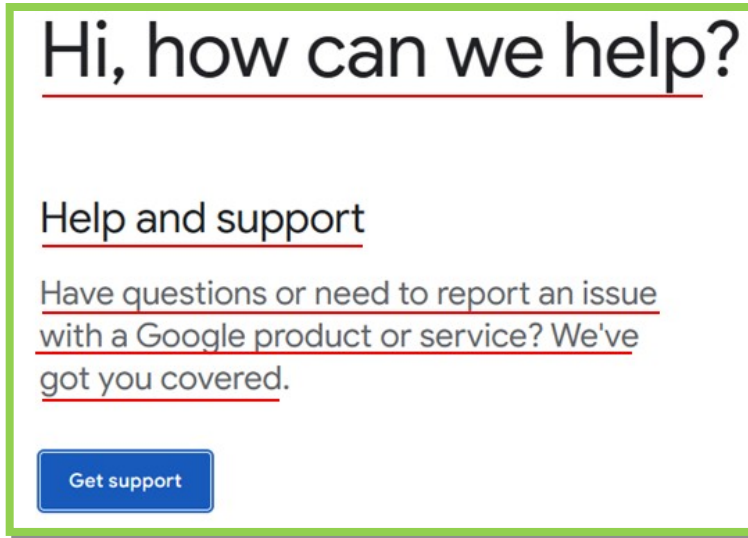
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<p>(a) receiving a plurality of communications , each having associated classification information;</p>	<p>The Google Customer Service receives a plurality of communications, each having associated classification information.</p> <p>For example, Google Customer Service receives calls from multiple callers. For each call, a user provides information about the nature of the call by selecting the appropriate department from the given choices. The responses are used to classify the call.</p> <div data-bbox="821 526 1564 1060">A screenshot of a Google Customer Service help page. It features a green border around the content. At the top, the text "Hi, how can we help?" is underlined in red. Below this, "Help and support" is also underlined in red. The main text reads: "Have questions or need to report an issue with a Google product or service? We've got you covered." with "Have questions or need to report an issue with a Google product or service?" and "got you covered." underlined in red. At the bottom is a blue button with the text "Get support".</div> <p>Source: Contact us for help and office location guidance - Google (about.google)</p>
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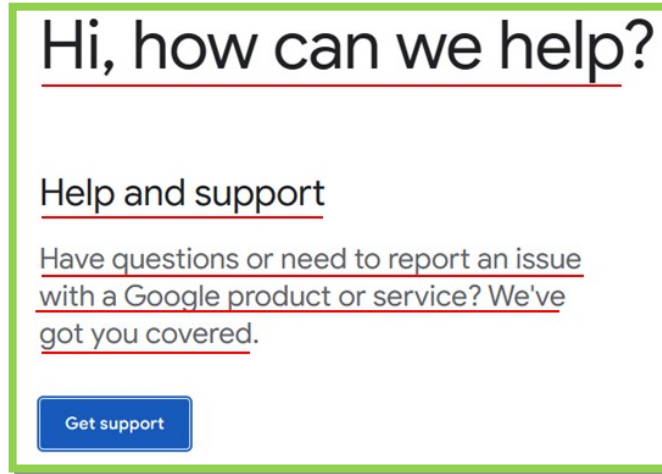
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<p>(b) storing information representing characteristics of a plurality of potential targets;</p>	<p>The Google Customer Service maintains information about potential targets that includes support agents, departments, or specific resources capable of handling different types of inquiries.</p> <p>For example, Google Customer Service records i.e., stores information about the skill set possessed by agents who are potential targets of the call.</p> <div data-bbox="865 490 1522 961">A screenshot of the Google Customer Service help page. It features a green border around the content. At the top, the text "Hi, how can we help?" is underlined in red. Below this, the text "Help and support" is underlined in red. Further down, the text "Have questions or need to report an issue with a Google product or service? We've got you covered." is underlined in red. At the bottom of the green box is a blue button with the text "Get support" in white.</div> <p>Source: Contact us for help and office location guidance - Google (about.google)</p>
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	<div data-bbox="699 240 1705 540"> <h2><u>Contact Center AI (CCAI) Platform</u></h2> <p>Delight your customers while lowering your costs with a turnkey omnichannel contact center native to the cloud.</p> <p><u>A Contact Center as a Service (CCaaS) solution that offers security and privacy, along with unified data.</u></p> </div> <div data-bbox="865 561 1537 971"> <p>Reduce costs by improving operational efficiency</p> <p>Platform simplification enables reduction in agent training time, turning agents from a cost center to revenue generators faster. <u>One system of record to action insights, makes agent productivity higher.</u></p> </div> <p>Source: Contact Center AI (CCAI) Platform Google Cloud</p>
(c) determining an optimum target for each communication based on the communication classification and target	<p>The Google Customer Service determines an optimum target for each communication based on the communication classification and target characteristics using a multivariate cost function comparing at least three potential targets.</p> <p>For example, Google Customer Service analyses the caller selection to determine one or more skills that an agent who is selected to receive the call should have in order to provide the caller with the requested assistance. The system analyses the native agent to control calls using Contact Center AI Platform (i.e., a multivariate cost function).</p>

<p>characteristics using a multivariate cost function comparing at least three potential targets; and</p>	<p>Google employs numerous agents, at least three of which possess the skill set required by the call.</p> <div data-bbox="861 341 1533 820"><p><u>Hi, how can we help?</u></p><p><u>Help and support</u></p><p><u>Have questions or need to report an issue with a Google product or service? We've got you covered.</u></p><p>Get support</p></div> <p>Source: Contact us for help and office location guidance - Google (about.google)</p>
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Source: [Contact Center AI \(CCAI\) Platform | Google Cloud](#)

	<p>The addition of Contact Center AI Platform provides your partners the ability to <u>integrate with Contact Center AI, so you can enjoy a more seamless experience operating your customer service center, with a complete view of the customer in a single workspace that includes real-time AI intelligence, native agent call controls, and real-time call transcription.</u> For example, we are expanding our partnership with Salesforce to integrate Contact Center AI with Service Cloud Voice to deliver a unified Service Cloud agent console and Customer 360.</p> <p>Source: Google announces new Cloud Contact Center AI Platform Google Cloud Blog</p>
(d) routing the communication to the optimum target,	<p>The Google Customer Service routes the communication to the optimum target.</p> <p>For example, upon determining, as the optimum target, the agent to which the call should be routed, Google Customer Service routes the call to that destination agent.</p> <div data-bbox="919 889 1480 1286"> <p><u>Hi, how can we help?</u></p> <p><u>Help and support</u></p> <p><u>Have questions or need to report an issue with a Google product or service? We've got you covered.</u></p> <p>Get support</p> </div> <p>Source: Contact us for help and office location guidance - Google (about.google)</p>

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AI powered operations for contact deflection, predictive routing, agent productivity and operational efficiency. Reduce handle time by providing deep interaction context and turn-by-turn guidance on the conversation flow based on customer intent.

	<div data-bbox="827 245 1591 451" data-label="Text"> <p><u>Decrease interaction volume with predictive AI driven routing. Agents are enabled with insights and can respond faster with automated responses using Contact Center AI building blocks.</u></p> </div> <p>Source: Contact Center AI (CCAI) Platform Google Cloud</p> <div data-bbox="701 548 1705 857" data-label="Text"> <p><u>The addition of Contact Center AI Platform provides your partners the ability to integrate with Contact Center AI, so you can enjoy a more seamless experience operating your customer service center, with a complete view of the customer in a single workspace that includes real-time AI intelligence, native agent call controls, and real-time call transcription. For example, we are expanding our partnership with Salesforce to integrate Contact Center AI with Service Cloud Voice to deliver a unified Service Cloud agent console and Customer 360.</u></p> </div> <p>Source: Google Cloud Blog</p>
<p>said determining step and said routing step being performed within a common operating environment.</p>	<p>The Google Customer Service performs the determination and the routing steps within a common operating environment.</p> <p>For example, when a caller provides information about the nature of the call by selecting the appropriate department from the given choices, then CCaaS solution automates the call routing using one Contact Center AI platform (i.e., in a common operating system).</p>

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Source: [Google Cloud Blog](#)